GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:210
ANSWERED ON:05.03.2003
NON DELIVERY OF MONEY ORDERS
RAMJI MANJHI;SULTAN SALAHUDDIN OWAISI

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of users of money-order service during the last three years;

(b) whether complaints about the non-delivery of money- orders on time are on the increase;

(c) if so, the number of complaints received from July 1, 2001 to December 31, 2002;

(d) the action taken by the Government thereon; and

(e) the steps taken by the Government to put the entire money-order service via satellite?

Answer

THE MINISTER FOR COMMUNICATIONS & INFORMATION TECHNOLOGY AND DISINVESTMENT (ARUN SHOURIE)

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OFTHE LOK SABHA IN RESPECTOF PARTS (a) TO (e) OF LOK SABHA STARREI QUESTION NO. 210 FOR 5TH MARCH, 2003 REGARDING NON-DELIVERY OF MONEY ORDERS.

The number of Money Order users during the last three years is given below:-

Year	Number of users of money order service all over the country (In millions)	Total Number of Money Order complaints received	% receipt of complaints w.r.t. Money handled	Orders
1999-2000	113.73	4,22,408	0.371	
2000-2001	109.52	4,28,655	0.391	
2001-2002	112.18	5,06,388	0.451	

There has been a marginal increase in the number of complaints received about non-payment of money orders on time. Considering the volume of money order traffic, the % of complaints received is nominal as shown above.

The number of complaints received from 1.7.2001 to 31.12.2002 about non-delivery of money orders on time is 4,22,522.

As soon as such complaints are received, enquiries are taken up simultaneously with the remitting/paying offices immediately. In case no reply is received within 10 days from these offices, duplicate Money Orders are ordered to be issued for payment.

The Department has placed a network of 77 Slow Speed VSATs and 150 High Speed VSATs for transmission of money order via Satellite. Fresh Application Software to transmit moneyorders has been ordered for testing, and after its successful testing and commissioning, the transmission of money orders through VSATs will be increased in a phased manner.